
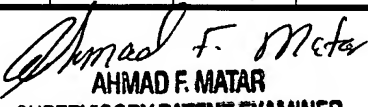
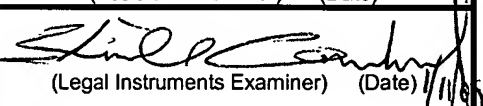


Issue Classification 	Application No.	Applicant(s)	
	10/090,522	PETERSON ET AL.	
	Examiner	Art Unit	
	Rasha S AL-Aubaidi	2642	

ISSUE CLASSIFICATION									
ORIGINAL					CROSS REFERENCE(S)				
CLASS	SUBCLASS				CLASS	SUBCLASS (ONE SUBCLASS PER BLOCK)			
379	88.09				379	88.18	265.02	265.06	
INTERNATIONAL CLASSIFICATION									
H	0	4	M	1/64					
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Rasha S Al-Aubaidi 01/04/2005 (Assistant Examiner) (Date)		 AHMAD F. MATAR SUPERVISORY PATENT EXAMINER TECHNOLOGY CENTER 2700 (Primary Examiner) (Date) 1/6/05		Total Claims Allowed: 22	
 (Legal Instruments Examiner) (Date) 1/11/05				O.G. Print Claim(s) 1	O.G. Print Fig. 1

<input checked="" type="checkbox"/> Claims renumbered in the same order as presented by applicant		<input type="checkbox"/> CPA		<input type="checkbox"/> T.D.		<input type="checkbox"/> R.1.47	
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03/04/02

PATENT NUMBER and
ISSUE DATE

U.S. UTILITY Patent Application

APPL NUM 10090522	FILING DATE 03/04/2002	CLASS 379	SUBCLASS 265.02	GAU 2643	EXAMINER M. L. F. B. P. 1
**APPLICANTS: Peterson Patrick; Suhm Bernhard; Tenney Yvette; McCarthy Daniel; McHugh Patrick; Dick Peter; 2642					
**CONTINUING DATA VERIFIED: THIS APPLN CLAIMS BENEFIT OF 60/273,710 03/05/2001 AND CLAIMS BENEFIT OF 60/276,266 03/15/2001 yes R.S.					
** FOREIGN APPLICATIONS VERIFIED: NONE R.S.					
FG-PUB DO NOT PUBLISH <input checked="" type="checkbox"/>		RESCIND <input type="checkbox"/>			
Foreign priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no		ATTORNEY DOCKET NO			
35 USC 119 conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no		01-4008			
Verified and Acknowledged Examiners's initials					
TITLE : System and method for assessing a call center					
U.S. DEPT. OF COMM. PAT. & TM-PTO-436 (Rev. 12-94)					

Best Available Copy

NOTICE OF ALLOWANCE MAILED		Rasha ALAUBAID		CLAIMS ALLOWED	
		Assistant Examiner		Total Claims 22	Print Claim for O.G. 1
ISSUE FEE				DRAWING	
Amount Due	Date Paid			Sheets Drawg. 43	Figs. Drawg. 43
		Primary Examiner		Print Fig. 1	
		PREPARED FOR ISSUE		Application Examiner	
<input type="checkbox"/> TERMINAL DISCLAIMER		WARNING: The information disclosed herein may be restricted. Unauthorized disclosure may be prohibited by the United States Code Title 35, Sections 122, 181 and 368, Possession outside the U.S. Patent & Trademark Office is restricted to authorized employees and contractors only.			

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